



# Technology Investment Council



## State of Delaware Technology Investment Council Meeting Minutes September 11, 2012

### Technology Investment Council Attendees

Name	Organization	Attendance	Represented by
James Sills	DTI	Present	
Mike Morton	Controller General	Represented	Jackie Griffith
Ann Visalli	OMB Director	Present	
Mark Murphy	DOE	Represented	Karen Field Rogers
Myron Steele	Chief Justice	Represented	Marianne Kennedy
James Canalicchio	Dixon Valve & Coupling Company	Present	
Dan Grim	University of Delaware	Present	
Carlos Vieira	Bank of America	Present	
Glenn Tascione	Barclay's Bank	Present	

### **Call to Order**

Secretary Sills called the September 11, 2012 TIC meeting to order at approximately 9:03 am.

### **Welcome**

Secretary Sills welcomed everyone, and introductions were made at the Dover and Wilmington Video Teleconference (VTC) locations. TIC members' attendance was noted, as shown in the above table. Others in attendance included DTI Senior Staff, DTI Team Leaders, DTI Project Managers, GIC, and the Major Project Managers/Sponsors from Delaware Health and Social Services, Department of State, Courts, and Department for Children, Youth, and Family Services.

### **Old Business**

Secretary Sills asked if all the members received and reviewed the June 12, 2012 TIC meeting minutes and requested a motion to approve them. Jim Canalicchio approved the minutes and Karen Field-Rogers seconded the motion. With no opposition, the motion was carried.

### **Strategic Plan Update ~ Secretary Sills**

Secretary Sills asked the members if they received and reviewed the 2012-2014 Statewide IT Strategic Plan. He provided an overview of the plan before a vote of approval was taken: Many of the initiatives stated in the plan are in various planning, start-up, and in-flight stages. There are ongoing, brand new, and future initiatives that will be DTI's focus in the next two years. Over the past two years we have been focused on IT Consolidation, which is our number one priority. We have also been focused on cloud computing, data management, cyber security, Continuity of Operations (COOP), and improving our overall governance. The Plan includes seven goals and is divided into three sections: Overview of the State, Strategies in Action, and Linking Goals, Strategies, and Actions. Jim reviewed the IT principles and highlighted some of the major goals that are included in the Plan. Jim asked for questions or comments.

*Ann Visalli: For the project tracking tool, what do you use now?*

*Li Wen Lin: We use EPM internally. The new one will be used more at an enterprise level and will give us better metrics and be better overall.*

*Matt Payne: We are going to implement the new system at DTI until we get it working correctly. It has workflow ability and capabilities for electronic approvals. We want to lay all that out and get it working, and then we intend to roll it out to the other agencies.*

Rick Geisenberger, Glenn Tascione, and Carlos Vieira commented positively on the Plan saying it is very thorough, organized, and well done. After receiving the comments, Jim requested a motion to approve the Strategic Plan. Ann Visalli approved the Plan and Jackie Griffith seconded the motion. With no opposition, the motion was carried.

#### **IT Consolidation (ITC) Update ~ Bill Hickox**

Since the last meeting, the Department of Education (DOE) Data Center has been consolidated, and there were no issues. Department of State (DOS) is moving into Phase III within the next few months. DTI has consolidated additional staff and functions for Department of Transportation (DelDOT) into the William Penn facility. One challenge that has been raised with DelDOT consolidation is a procedural issue with a consolidated employee. This employee was not willing to take the Criminal Background Check (CBC) that is required to work in the William Penn facility. That individual did not believe, as a merit employee, that he had to take the CBC so he filed a grievance. DTI is currently going through the steps with OMB to resolve. Recently another grievance was received from an employee from a small agency because they do not want to leave their department and work for DTI. These grievances will cause some delays while we go through the proper procedures to resolve them. DTI has engaged with the next five agencies; Department of Agriculture (DDA), Department of Safety and Homeland Security (DSHS), Delaware State Police (DSP), Corrections (DOC), and Health and Social Services (DHSS). By the end of the calendar year, DTI will have consolidated the Department of Finance Data Center and Delaware State Police (DSP) Data Center. DHSS is a very large entity so our focus is establishing consolidation within DHSS. Many of the divisions within DHSS have their own IT groups outside of the Information Resource Manager (IRM) Group. DTI is working with the IRM group and DHSS to successfully migrate them to a centralized model prior to consolidating them with DTI.

#### **Major Projects Update:**

Four projects were selected to be presented at this meeting: DACSES, ICIS, FACTS II, and DCAP.

#### **DACSES Replacement Project ~ Midge Holland (DHSS)**

The DACSES project planning phases are complete and DHSS is currently working on the scheduling management with the supervision and approval of the auditor. The schedule is still on track for October 2013. The biggest issue is getting the environment up and running for User Acceptance Testing (UAT). There have been a few communication and hardware/software barriers; however the project is still on track to begin UAT in September. The UAT is expected to run from September 2012 through August 2013. Organization Change Management (OCM) training is still on track. Another project issue is there are multiple implementations of major initiatives scheduled in October 2013. Some initiatives, such as the Eligibility project, are federally mandated, so a decision was made to change the DACSES go-live activities from the last week of September to the last week of October. There have been issues with the Microsoft Team Foundation Service (TFS) product. The lesson learned was to learn more about the software before using it. At the last TIC meeting, positions were approved to move to DTI. This was done in order to exercise their recruitment strategies to improve the chances of getting qualified staff. A Service Level Agreement (SLA) is now being finalized. Finally, a training site is being confirmed for Kent County.

#### **ICIS – Integrated Corporation System ~ Li Wen Lin (DTI)**

This is the first time this project has been presented at a TIC meeting. ICIS will replace the legacy mainframe imaging and workflow system responsible for supporting the State's Corporation Division. The project was initiated by DOS in October 2008, and DTI has been involved since 2010. It has had a green status until recently and is currently red. There are two factors that have caused the red status: The project has been delayed due to the vendor and there have been issues with testing the installation application in our environment. In addition, User and Technical training/knowledge transfer has not been completed and poses a resource contingency with the vendor. A change order has been requested to define the next phases and go-live dates. The major milestone payments are currently on hold.

*Ann Visalli: I see the tentative go live date has been moved to February/March. That is the peak filing time.*

*Rick Geisenberger: We are not going to meet the November go live date that is why the project is red. There are a limited number of windows getting there. The process we are using now is a functionality rich system with 1,500 users. We are working with 100 different employees. The problem is the original business requirements were developed in 2008 and exactly what we needed was not communicated. We plan to sit with the vendor and review the last 10% of the issues. This system is revenue producing and we will not go live until these issues are resolved and we have full functionality. We are currently looking at a March 15<sup>th</sup> go-live date.*

*Secretary Sills: The payments to the vendor are on hold and we plan to keep them on old until we can work out these issues.*

*Rick Geisenberger: There is \$3M still outstanding to the vendor. We are waiting on the integration testing to merge the two systems. We will then make the decision to make a partial payment or not.*

*Matt Payne: The vendor is late so we are holding back the payment, however we are encouraged because we are getting better test results. But we still need them to do more.*

*Rick Geisenberger: We initially anticipated about 25 people testing at one time, however we learned that there are five or six people that fully understand the new system. The other 20 or so people were identifying issues that really weren't issues. Once we reduced the number of testers, the results improved and the process is better.*

*Li Wen Lin: The vendor development has been poor; they have not met any milestones so far. We need to enforce a penalty claim to hold the vendors responsible.*

*Rick Geisenberger: Our biggest risk is that the testing needs to be completed by November.*

#### **"FACTS II" Family and Child Tracking System, II ~ Steve Fletcher**

The project issues and risks include: Requirements verification phase has required four dedicated DSCYF business staff and numerous part-time participation (75 staff total), the detailed design phase will require over 200 staff, and extra focus will be needed to ensure coordination with interface agencies. FACTS II is on schedule to finalize requirement verification on September 14<sup>th</sup> and create conceptual design and LDM on September 17<sup>th</sup> through October 26<sup>th</sup>.

*Glenn Tascione: You mentioned that you need over 200 people to comment on the design?*

*Steven Fletcher: No, we need that many to participate in designing it.*

*Glenn Tascione: That sounds like a staggering number?*

*Steve Fletcher: We are taking OCM very seriously. We need a lot of people involved, so it is not just the core team designing it. There will be 20% of the staff participating in analysis and design.*

*Ann Visalli: I have some concern about the staffing. Is there a way to streamline that by picking a few power users to be involved in the analysis and design? You do not want the large number to become a major issue.*

*Carol Vieira: You will most likely have a real hard time getting consensus from over 200 people.*

*Steve Fletcher: Our goal is to counterbalance and get input from as many users as we can.*

*Midge Holland: A lesson learned from the person facilitating the JAD sessions is to use power users, and by utilizing OCM, use your staff for supplying feedback.*

#### **"DCAP" Delaware Courts Automation Project ~ Marianne Kennedy**

The project manager position has been filled. Marybeth Thompson accepted the position in July 2012. For Portfolio 1, the single view inquiry has been developed and is ready for implementation pending Intellinx programming additions. The Reprogramming for electronic document management is in process. Addressing mainframe issues and upgrading infrastructure continues to be the focus of the project. In regards to the vendors: Xerox ACS contract has been signed, SAG extension is signed and in place, Tybera Statement of Work has been received and the contract review is in process, and efforts are being coordinated with Intellinx, the vendor responsible for criminal data security with DTI and DELJIS.

*Glenn Tascione: Is the infrastructure part of the \$13.8M budget expended?*

*Marianne Kennedy: A portion of it is.*

*Matt Payne: We are currently working with the team to try to figure out what we can leverage.*

*Carlos Vieira: Are the internal resources eating into your budget?*

*Marianne Kennedy: Yes, we are using a lot of internal resources.*

*Ann Visalli: Health has two major projects; do they come before the TIC?*

*Secretary Sills: They are reviewed during our quarterly Major Projects Review Meeting. If they are yellow or have issues they are asked to present to the TIC.*

*Matt Payne: MMIS will present at the next Major Project Review meeting. Those two projects have been green so far and have not been running long enough to have any issues to discuss at the TIC.*

*Secretary Sills: I am on the Eligibility Steering Committee. Matt Payne has been attending all of their steering committee meetings.*

*Matt Payne: Those two projects are working with your team to get the appropriate positions and staffing in place.*

*Ann Visalli: I just want to be sure that you are involved in the major projects, even in the early stages, because we do not want to wait until there is trouble to get involved.*

*Secretary Sills: I can assure you that we are involved with the major projects, and if there are any issues we will bring them into the TIC meeting immediately.*

*Carlos Vieira: As I look at the slides for the different projects, I see some discrepancies. Maybe you should add timelines and key milestones so we are looking at them from the same viewpoint.*

*Matt Payne: I agree, we need to do a better job being consistent.*

**Upcoming Meeting Dates:**

Tuesday – December 11, 2012 (VTC)

Tuesday – March 12, 2013 (TBD)

Tuesday – June 11, 2013 (TBD)

Tuesday – September 10, 2013 (VTC)

**Conclusion ~ Secretary Sills:**

Secretary Sills informed the Council that the next scheduled TIC Meeting will be on Tuesday, December 11, 2012. It will be held in two video teleconference locations in the Dover and Wilmington.

**Adjournment – Secretary Sills:**

With no further business to be conducted, Ann Visalli made the motion to adjourn, and Jim Canalichio seconded the motion. With no opposition, the motion was carried. The meeting was adjourned at approximately 10:42 am.

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